Case Closure Process

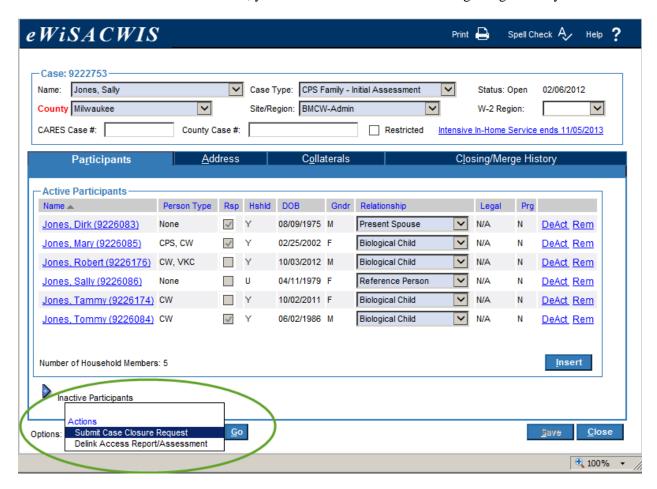
Note: In order to close a case, an assignment to the case is needed.

- 1. Click on the Cases tab.
- 2. Click on the case name hyperlink. This will open the Maintain Case page.



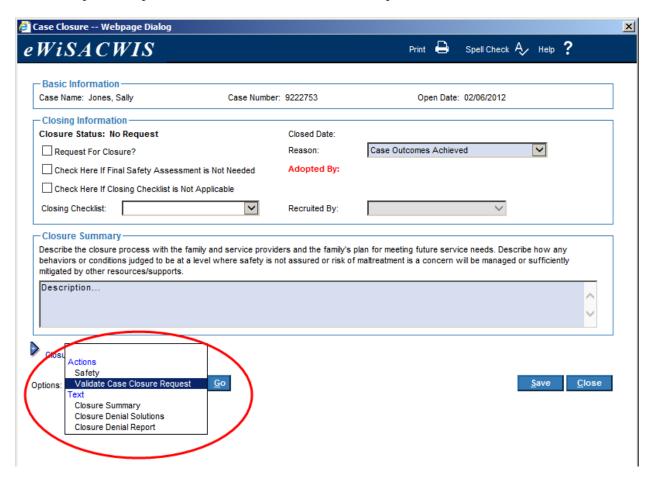
3. From the Options drop-down, select Submit Case Closure Request and click Go. This will open the Case Closure page.

Note: In order to initiate a case closure, you do not have to be on the Closing/Merge History tab.



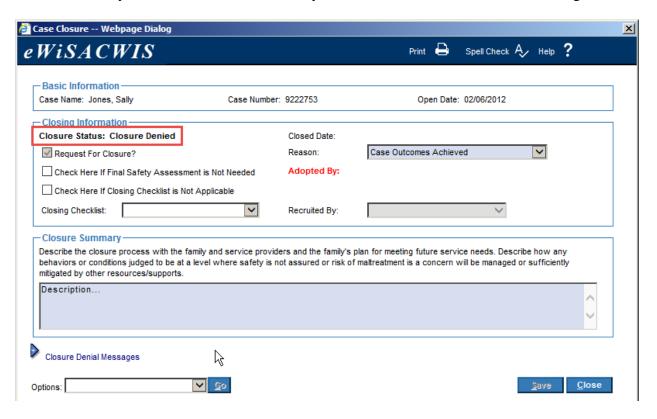
December 2017

- 4. In the Closing Information group box, select the appropriate check boxes and the appropriate Reason value from the drop-down list.
- 5. In the Closing Summary group box, complete the case closure summary narrative.
- 6. From the Options drop-down, select Validate Case Closure Request, and click Go.

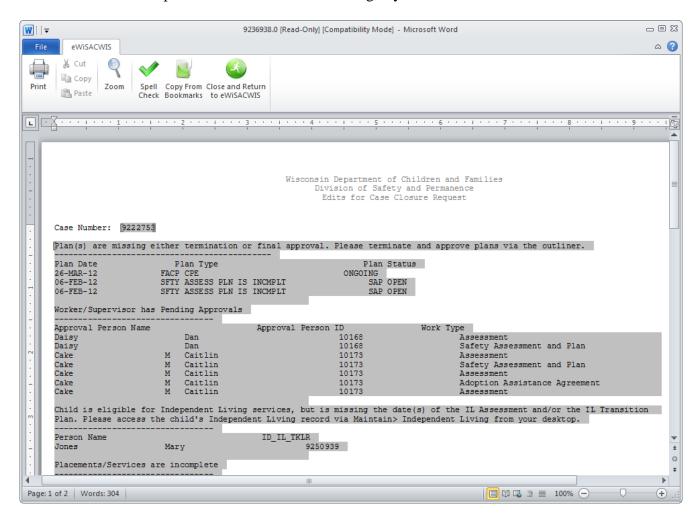


7. At this point, you will be able to determine if your case was accepted or denied for closure by looking at the Closure Status field in the Closing Information group box. If your closure was denied, you will be able to view what work needs to be completed in order for the case to close by clicking on the Closure Denial Messages expando. You can also view this information by going to Options and selecting Closure Denial Report from the Options drop-down. If your closure was accepted, there will no be no information in the Closure Denial Messages group box. Skip to Step 11 if your Closure Status is Accepted.

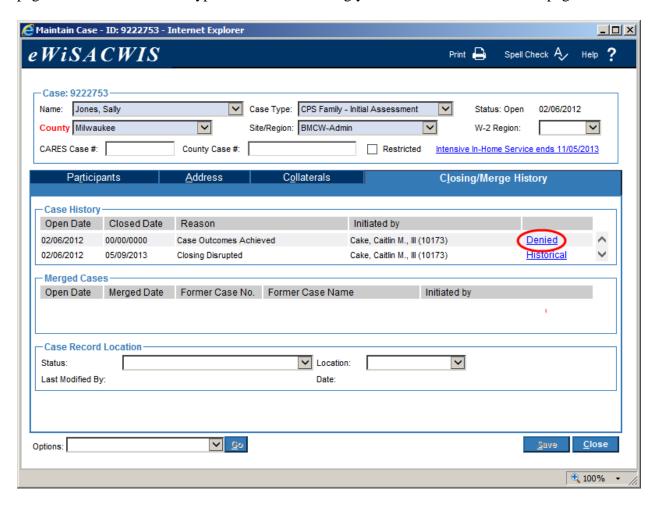
Note: After your closure has been denied, you will need to Validate Case Closure again.



8. The Closure Denial Report will list all current open work that needs either supervisory approval or termination. As long as there are no AFCARS errors, you can update all information (i.e. send work for final approval, update legal status, terminate plans etc.) and re-validate the case closure errors. If an error is an AFCARS error, the error must be corrected and the AFCARS nightly batch will be run. You can then attempt to close the case the following day.



9. Once all errors have been corrected, return to the Closing/Merge History tab on the Maintain Case page. Click on the Denied hyperlink. This will bring you back to the Case Closure page.



- 10. At this point, go to the Options drop-down and select Validate Case Closure Request and click Go to see if your closure has been accepted. If it has, the closure status will be updated to Accepted.
- 11. Click on the Options drop-down and select Approval. Submit the closure for approval. Once the closure has been finally approved by a supervisor, the case will be closed and all assignments to the case will be closed as well.

